

Volunteer Driver Policy

People Directorate

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**Because no one
should face death
or grief alone**

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1. Equity Statement

Sue Ryder designs and implements policies, procedures and ways of working that meet the diverse needs of our clients, service users and employees. We ensure that our policies not only don't discriminate but also consider the unique needs of certain identities and communities. This document has been reviewed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, sex, gender identity and expression, sexual orientation, marriage and civil partnership, race, religion or belief, pregnancy and maternity. We consider the provisions of the Equality Act 2010 whilst going above and beyond to protect people who aren't protected in the act, for example, non-binary people.

2. Introduction

Volunteer drivers help Sue Ryder by ensuring our shops and care centres operate smoothly. This policy outlines best practices focusing on the safety of volunteers and passengers, insurance coverage, and expense reimbursement.

3. General Principles

3.1 General requirements

3.1.1 Volunteer drivers need a full driving licence, preferably without any points. We will assess each case individually, considering the nature of any points, to determine suitability.

Volunteers should promptly inform us of any changes to their licence status throughout their time volunteering with us.

3.1.2 To drive Sue Ryder's minibuses and ambulances, you must be at least 25 years old and have held a full driving license for at least 12 months. Additionally, your driving license must be the correct category for the vehicle you'll be operating.

3.1.3 Volunteer drivers should inform us of any illness or disability that might impact their driving abilities. This information helps us make informed and safe decisions. Having a disability does not prevent someone from becoming a volunteer driver.

3.1.4 All volunteers will be interviewed and will be required to submit contact details of two people who can act as referees. Once in post, all volunteers will be reviewed over a probation period.

3.1.5 All drivers of passengers will require an enhanced DBS.

3.1.6 Sue Ryder must ensure that volunteer vehicles are safe by seeing current MOT certificates for cars over three years old, proof of a valid road fund licence, and records of both tax and MOT. Volunteers must also have current driving licences and ensure their cars are roadworthy. In case of an accident while transporting a passenger, Sue Ryder could be liable, so it's essential to demonstrate risk reduction and client safety. This will involve tracking the renewal dates of driving licences, MOTS, tax, and insurance.

3.1.7 All drivers and passengers in the vehicle must always wear front and rear seatbelts. [In certain situations, such as following abdominal surgery, a medical professional may advise a patient not to wear a seatbelt. In such cases, a member of Sue Ryder staff should conduct a thorough risk assessment. A volunteer driver must not transport people under the age of 18.](#)

3.1.8 Smoking is not permitted in the vehicle while transport is being delivered. Volunteers are prohibited from driving while under the influence of drugs, alcohol, or certain prescribed medications; those on prescribed medication should consult their GP to confirm that their medication does not impair their ability to drive.

3.1.9 Additional people or animals, apart from guide dogs, should not be transported along during trips unless it has been agreed on in advance. The Volunteer Coordinator or line manager must be informed of this arrangement in advance.

3.1.10 Volunteers are entitled to claim out-of-pocket expenses incurred through their role as a driver. Details of what can be claimed and how to make a claim can be found in our Volunteer Expenses Policy.

3.2 Insurance

3.2.1 Sue Ryder is responsible for organising insurance on all Sue Ryder Vehicles.

3.2.2 Volunteers using their own cars for transporting clients must have valid motor insurance and provide proof to Sue Ryder, along with confirmation that their insurers are notified about this usage. The organisation must ensure that volunteers have the right insurance, which should be comprehensive. Volunteers are covered by Sue Ryder's public liability insurance but must inform their insurers that they are using their car for voluntary work without payment other than out of pocket expenses, and they can use a provided sample letter for this notification. Typically, their insurance premiums should not increase for volunteering use, and if they fail to notify their insurer, their policy may be invalid in an accident. It's also recommended that volunteers have comprehensive breakdown cover. Insurers who do not charge extra for volunteer driving have signed up to the [ABI guide to volunteer driving -the Motor Insurance Commitment 2025.](#)

If you have any insurance-related queries, please contact the Senior Insurance Officer, or contact volunteering@sueryder.org.

3. Eligibility

In the context of this policy, a volunteer is a person who performs a service willingly and without pay to support Sue Ryder's work. This includes people spending time with Sue Ryder through work experience, supported volunteering programmes, and those who are referred to the charity through community sentencing.

The policy is for all Sue Ryder volunteers and any Sue Ryder staff who work alongside or provide support to volunteers

4. Responsibility

5.1 Volunteers

5.1.1. Keep doors locked and windows closed as much as possible, especially in built-up areas and slow-moving traffic.

5.1.2 Stay alert, take regular breaks and avoid driving if tired or unwell.

5.1.3 Never pick up hitchhikers.

5.1.4 Keep clear records of journeys taken as volunteers, with the mileage, time/date and purpose of journey.

5.1.5 Follow this policy at all times. Consult with a member of staff if they are unsure of their responsibilities or the appropriate course of action in a situation.

5.1.6 Follow local lone working procedures, which may include carrying a People Safe device. Always carry a mobile phone whilst volunteering.

5.2 Managers

5.2.1. Ensure that all Sue Ryder vehicles are safe by regularly checking fuel, oil, windscreen wash and tyres. (Check list in addendum)

5.2.2 Ensure a responsible person is managing the Driver Service.

5.2.3 Ensure volunteer drivers are following safe lone working practices. This includes having the means to contact an appropriate service or person in case of an emergency.

5.2.4 Ensure a member of staff knows the location/address that volunteer drivers are attending and their expected arrival and departure times. Clients should also know approximately what time the volunteer is expected to arrive.

5.2.5 Provide volunteers with photo identification, which includes contact details of Sue Ryder.

5.2.6 Provide appropriate health and safety guidance and/or equipment.

5. Accessibility

6.1 Blue Badges

6.1.1 Clients using a volunteer driver can still apply for a 'blue badge' for parking concessions if they meet the necessary criteria but must display it only while being transported. Although reasonable steps have been taken to ensure accuracy in this publication, it is meant for guidance and not as a legal document; seeking professional advice before acting on this policy is recommended.

6.2 Motability

6.2.1 Drivers of Motability cars may provide volunteer driving in their Motability car as long as:

- They are not contractually employed to provide transport.
- Have called and notified the insurance company.
- Keep within the annual mileage allowance for Motability cars.
- They have NOT received a FREE tax disc for the Motability car.

Associated Policies and Procedures

Volunteer Expenses Policy

6. Appendices

Appendix 1 – Sample Letter to Insure

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Name

Address

DATE

TO (Insurance Company)

RE: (Policy Number)

Please can it be noted that I intend to undertake voluntary work for the Charity 'Sue Ryder' and from time to time, I will use my vehicle to carry passengers or to carry out other duties, as part of my role. I will receive only a mileage allowance for these journeys to cover the running costs of my vehicle.

I would be grateful if you could confirm that my existing policy covers me for Volunteer driving- please use the 'tear off' slip below.

Yours Faithfully

(Policy Holder)

.....

FROM (Insurance

Company).....

RE: (Policy

Number).....

POLICY HOLDER / DRIVER

.....

It is confirmed that your insurance policy covers driving as a volunteer for 'Sue Ryder' (for which a mileage allowance may be received).

ISSUED BY DATE

